

2002
Consumer Satisfaction
for
Missouri Eastern Region
Regional Report
Community-based Services
Division of Alcohol and Drug Abuse
Missouri Department of Mental Health



Christine Rinck, Ph.D., Project Director, Consumer Satisfaction
UMKC Institute for Human Development, a UCE
Kansas City, Missouri

Gary Harbison, MA, DMH Outcomes Coordinator,
Office of Quality Management

Christine Squibb, Director, Office of Consumer Affairs



Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.



December 2002

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services

Eastern Region - Residential & Non-Residential

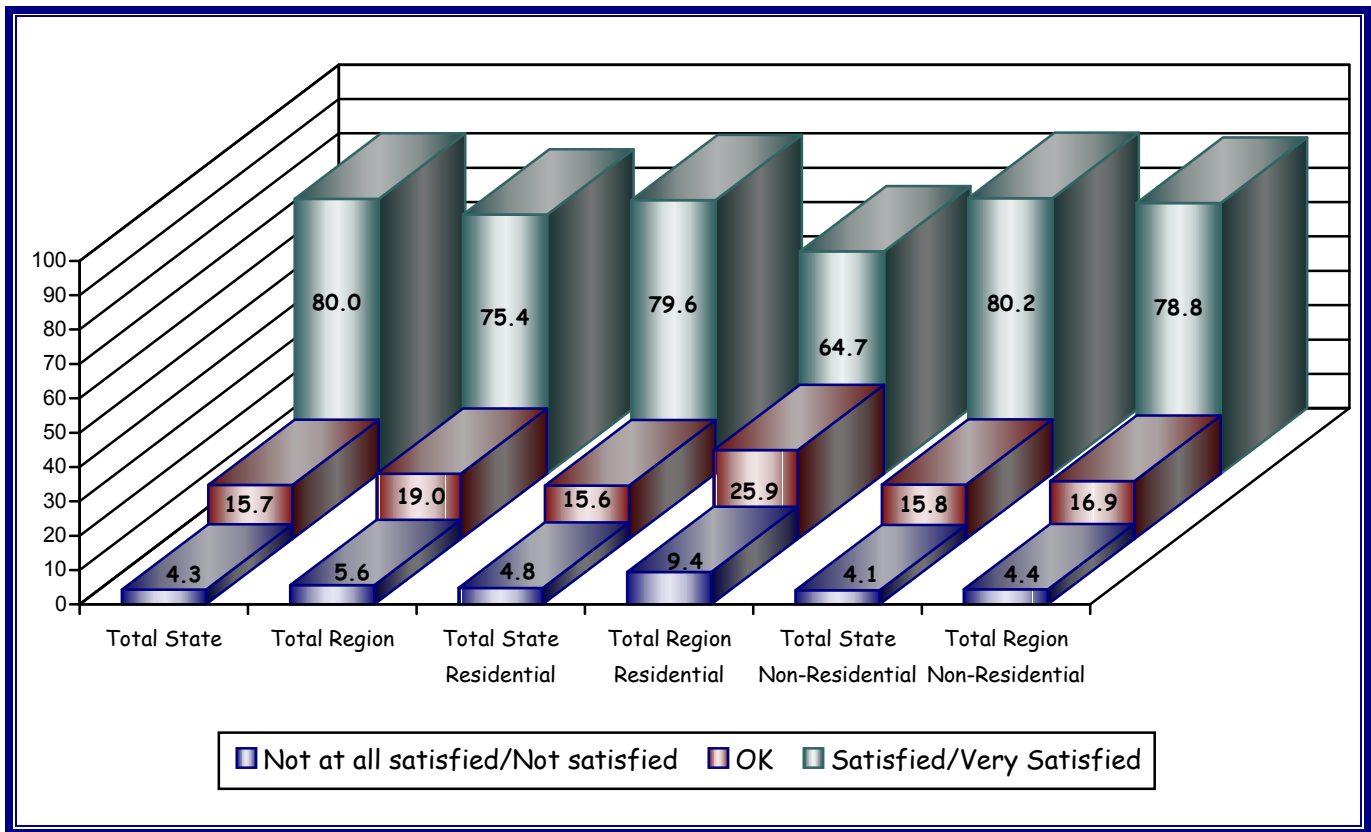
Demographics: Total Region

		Total Served		Survey Returns		
		State	Region*	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
SEX	Male	63.6%	60.7%	58.3%	68.3%	55.2%
	Female	36.4%	39.3%	41.7%	31.7%	44.8%
RACE	White	69.2%	52.6%	49.2%	57.5%	46.6%
	Black	28.9%	45.9%	46.8%	38.9%	49.3%
	Hispanic	0.5%	0.2%	0.8%	0.5%	0.9%
	Native American	0.4%	0.3%	0.3%	0.5%	0.3%
	Pacific Islander	0.2%	0.1%	0.4%	0%	0.6%
	Alaskan	0%	0.0%	0.2%	0%	0.3%
	Oriental	0.2%	0.1%	0.1%	0.5%	0%
	Bi-Racial	0.3%	0.5%	1.3%	1.8%	1.1%
	Other	0.5%	0.4%	0.9%	0.5%	1.0%
MEAN AGE				33.59	31.31	34.33
	0-17	10.9%	13.8%	10.9%	19.2%	8.2%
	18-49	82.6%	79.7%	81.7%	78.1%	82.9%
	50+	6.6%	6.5%	7.3%	2.7%	8.8%

Region Includes: BASIC, Bridgeway Counseling Services, COMTREA, DART, New Beginnings, Preferred-St. Louis, Preferred-St. Charles, Queen of Peace, Salvation Army, St. Patrick, St. Alexius, and West End Clinic

*The numbers reported in the Total Served Column for this region may be duplicative with other regional reports. This is because the statistics for several agencies such as Preferred may be included in several regional reports.

Overall Satisfaction with Services: Total Region



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.0% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was lower than the state average (75.4% for this region versus 80.0% for the state).
- The total State Residential Program had a rating of 79.6% as "satisfied" or "very satisfied". This region's Residential Program was rated lower, with a rating of 64.7%.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated lower, with a rating of 78.8% "satisfied" or "very satisfied" with services.

Satisfaction with Services: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.26 (3671)	4.16 (934)	4.22 (1122)	3.95 (223)	4.27 (2549)	4.23 (711)
with how much your staff know about how to get things done?	4.16 (3666)	4.09 (933)	4.13 (1124)	3.91 (222)	4.18 (2542)	4.14 (711)
with how staff keep things about you and your life confidential?	4.33 (3647)	4.22 (922)	4.37 (1118)	4.25 (219)	4.31 (2529)	4.22 (703)
that your treatment plan has what you want in it?	4.18 (3642)	4.07 (924)	4.20 (1110)	4.00 (218)	4.17 (2532)	4.10 (706)
that your treatment plan is being followed by those who assist you?	4.22 (3631)	4.14 (928)	4.20 (1111)	3.94 (223)	4.23 (2520)	4.20 (705)
that the agency staff respect your ethnic and cultural background?	4.37 (3597)	4.28 (919)	4.38 (1106)	4.20 (222)	4.36 (2491)	4.30 (697)
with the services that you receive?	4.24 (3671)	4.14 (935)	4.22 (1129)	3.89 (224)	4.25 (2542)	4.21 (711)
Non-Residential Facilities Only:						
that services are provided in a timely manner? (Non-Residential Only)	4.15 (2546)	4.06 (709)	-	-	4.15 (2546)	4.06 (709)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	3.86 (224)	4.19 (1123)	3.86 (224)	- (0)	- (0)
that the environment is clean and comfortable?	4.15 (1128)	3.82 (223)	4.15 (1128)	3.82 (223)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.70 (1126)	3.18 (225)	3.70 (1126)	3.18 (225)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.42 (225)	3.79 (1123)	3.42 (225)	- (0)	- (0)
with the childcare provided by the agency?	4.30 (84)	4.50 (10)	4.30 (84)	4.50 (10)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 4.16 to 4.37.
- The ratings of the Residential Program for this region ranged from 3.18 to 4.50. The highest rated item was with the quality of the childcare and the lowest rated item was opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this region ranged from 4.06 to 4.30. The highest rated item was with the respect of ethnic and cultural backgrounds and the lowest rated item was with the timeliness of services provided.

Satisfaction with Quality of Life: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.74 (3659)	3.63 (935)	3.67 (1130)	3.37 (225)	3.77 (2529)	3.71 (710)
with where you live?	3.77 (3625)	3.66 (927)	3.84 (1117)	3.65 (221)	3.74 (2508)	3.67 (706)
with the amount of choices you have in your life?	3.67 (3662)	3.60 (934)	3.73 (1128)	3.59 (225)	3.64 (2534)	3.61 (709)
with the opportunities/ chances you have to make friends?	3.84 (3649)	3.76 (931)	3.94 (1122)	3.83 (224)	3.79 (2527)	3.74 (707)
with your general health care?	3.79 (3554)	3.71 (925)	3.83 (1092)	3.71 (221)	3.77 (2462)	3.71 (704)
with what you do during your free time?	3.79 (3647)	3.65 (927)	3.77 (1125)	3.51 (223)	3.79 (2522)	3.70 (704)
How safe do you feel . . .						
in this facility? (<i>Residential Only</i>)	4.35 (1130)	4.12 (223)	4.35 (1130)	4.12 (223)	- (0)	- (0)
in your home?	4.32 (3608)	4.27 (912)	4.25 (1088)	4.27 (210)	4.35 (2520)	4.26 (702)
in your neighborhood?	4.10 (3612)	3.97 (917)	3.97 (1097)	3.92 (213)	4.15 (2515)	3.98 (704)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in the facility (mean of 4.27) and least satisfied with the amount of choices in their life (mean of 3.60).
- The consumers in the Residential Program were most satisfied with safety in the home (mean of 4.27) and least satisfied with how they spend their day (mean of 3.37).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.26) and least satisfied with the amount of choices in their life (mean of 3.61).

ADA Comparison of Gender

Residential and Non-Residential Setting Combined

The analysis compared the responses of consumers by gender on the satisfaction survey items. Only one item showed a significant difference. Males were more satisfied with safety in their home or agency than the females.

Table I-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with how safe you feel in your home or agency?	4.34 (510)	4.18 (367)	F(1,875)=4.833, p=.028
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison of Race/Ethnicity

Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. The three Native American consumers were most satisfied with the quality of the staff and the knowledge of the staff. Hispanic consumers were most satisfied with safety in their neighborhood. (See Table I-2.)

Table I-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with the staff who serve you?	4.25 (442)	4.12 (419)	3.86 (7)	4.67 (3)	3.55 (11)	3.73 (15)	F(5,894)=3.030, p=.010
with how much staff know how to get things done?	4.12 (440)	4.13 (420)	4.00 (7)	4.67 (3)	3.64 (11)	3.47 (15)	F(5,890)=2.401, p=.036
with how safe you feel in your neighborhood? (a)	4.20 (435)	3.76 (411)	4.50 (6)	4.33 (3)	3.18 (11)	4.00 (15)	F(5,875)=8.171, p<.001
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between White and Black.							

ADA Comparison of Age Groups

Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults between 18-49 years old were most satisfied with the quality of the staff. The youth under the age of 18 years were most satisfied with safety in their home/agency and in their neighborhood. The adults over 50 were most satisfied with the treatment plan being followed and with the overall services received. (See Table I-3.)

Table I-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a)	3.91 (98)	4.22 (714)	4.12 (66)	F(2,875)=5.088, p=.006
that your treatment plan is being followed by those who assist you? (a)	3.92 (98)	4.19 (710)	4.20 (65)	F(2,870)=3.588, p=.028
with the services that you receive? (a,b)	3.77 (97)	4.19 (717)	4.23 (65)	F(2,876)=8.695, p<.001
with how safe you feel in your home? (b)	4.45 (96)	4.27 (696)	3.95 (64)	F(2,853)=4.506, p=.011
with how safe you feel in your neighborhood? (a,b)	4.26 (95)	3.95 (701)	3.71 (65)	F(2,858)=5.167, p=.006
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years.</p>				

ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction items based on the current living situation of the consumer. Table I-4 presents these findings. The consumers who lived Independently were most satisfied with the quality of the staff, knowledge of the staff, and overall services received. Those who lived in residential treatment facilities were more satisfied with the amount of choices in their lives and their opportunities to make friends. Those who lived with their Biological Parents were more satisfied with the staff's respect of ethnic and cultural backgrounds, with where they live, their general health care, what they did during their free time, and how safe they feel in their home and their neighborhood.

Table I-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?	4.29 (484)	3.97 (29)	4.13 (126)	3.99 (71)	4.20 (59)	4.11 (63)	F(5,826)=2.418, p=.034
with how much your staff know about how to get things done?	4.22 (485)	3.72 (29)	4.12 (126)	3.86 (72)	4.20 (59)	3.90 (63)	F(5,828)=4.470, p=.001
that the agency staff respect your ethnic and cultural background?	4.34 (475)	3.86 (29)	4.40 (125)	4.19 (70)	4.49 (55)	4.08 (63)	F(5,811)=3.870, p=.002
with the services that you receive?	4.28 (486)	3.90 (29)	4.13 (125)	4.04 (72)	4.17 (58)	4.00 (63)	F(5,827)=2.614, p=.023
with where you live? (a, b, c)	3.74 (483)	3.14 (29)	3.78 (125)	2.93 (72)	3.88 (57)	3.57 (60)	F(5,820)=8.346, p<.001.
with the amount of choices you have in your life?	3.67 (487)	3.50 (28)	3.79 (126)	3.29 (72)	3.69 (59)	3.38 (61)	F(5,827)=2.778, p=.017
with the opportunities you have to make friends? (a)	3.78 (484)	3.55 (29)	3.96 (126)	3.41 (71)	3.95 (59)	3.77 (60)	F(5,823)=3.462, p=.004
with your general health care? (c)	3.73 (480)	3.62 (29)	3.77 (126)	3.31 (72)	3.97 (59)	3.57 (61)	F(5,821)=3.033, p=.010
with what you do during your free time? (c)	3.72 (484)	3.32 (28)	3.59 (124)	3.35 (72)	4.03 (59)	3.72 (58)	F(5,819)=3.380, p=.005
with how safe you feel in your home/agency? (a, b, d, e, f, g)	4.38 (487)	3.62 (29)	4.32 (116)	3.34 (61)	4.41 (58)	4.22 (60)	F(5,805)=14.259, p<.001
with how safe you feel in your neighborhood? (a, b, c, d)	4.09 (488)	3.52 (29)	3.98 (117)	2.97 (64)	4.12 (57)	4.08 (60)	F(5,809)=13.364, p<.001
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between RTF and Homeless. (b) Interaction between Independent and Homeless. (c) Interaction between Homeless and Biological Parents. (d) Interaction between Homeless and Other. (e) Interaction between Independent and Group Home. (f) Interaction between Group Home and RTF. (g) Interaction between Group Home and Biological Parents.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There were five significant items showing that consumers who had not lived in a residential treatment facility were overall more satisfied than those who did. (See Table I-5).

Table I-5
ADA Consumers - Comparison of Whether Lived in a Residential Treatment Facility

How satisfied are you...	RTF		Significance
	Yes	No	
that your treatment plan has what you want in it?	4.00 (205)	4.17 (459)	F(1,662)=5.070, p=.025
with where you live?	3.51 (206)	3.74 (457)	F(1,661)=5.599, p=.018
with the amount of choices you have in your life?	3.49 (207)	3.70 (459)	F(1,664)=5.383, p=.021
with the opportunities you have to make friends?	3.60 (206)	3.83 (458)	F(1,662)=7.429, p=.007
with what you do during your free time?	3.59 (206)	3.79 (456)	F(1,660)=4.653, p=.031
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. Consumers in the Residential GTS Adult program were most satisfied with the knowledge of the staff, confidentiality, the content of the treatment plan, that their treatment plan was being followed, with respect of ethnic and cultural backgrounds, with services they receive, with the choices in their lives, and with general health care. The consumers in the Non-Residential CSTAR Women/Children were most satisfied with the staff, services being provided in a timely manner, how they spent their day and what they did in their free time. (See Table I-6.)

Table I-6
ADA Consumers - Comparison across Programs

How satisfied are you...	Non-Residential Programs						Residential Programs			
	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Methadone	CSTAR Women/Children	CSTAR Child/Adolescent	GTS Adult	Significance
With the staff who serve you? (a,b,c,e)	4.32 (101)	4.07 (109)	4.14 (57)	4.42 (90)	4.23 (296)	4.14 (58)	4.54 (28)	3.55 (42)	3.95 (153)	F(8,925)=5.599, p<.001
With how much your staff know how to get things done? (a,b,c,e)	4.21 (101)	3.93 (107)	4.12 (57)	4.33 (90)	4.15 (298)	4.10 (58)	4.43 (28)	3.53 (40)	3.92 (154)	F(8,924)=4.574, p<.001
That your treatment has what you want on it?	4.25 (99)	3.91 (109)	4.04 (57)	4.28 (88)	4.09 (295)	4.03 (58)	4.39 (28)	3.76 (41)	3.99 (149)	F(8,915)=2.398, p=.015
That the treatment plan is being followed by those who assist you?(a,b,c,d)	4.29 (99)	4.06 (109)	4.25 (57)	4.36 (89)	4.19 (294)	4.05 (57)	4.32 (28)	3.45 (42)	4.00 (153)	F(8,919)=4.605, p<.001
That the staff respect your cultural background?	4.34 (97)	4.01 (109)	4.42 (53)	4.39 (90)	4.34 (292)	4.36 (56)	4.52 (27)	3.86 (42)	4.24 (153)	F(8,910)=3.392, p=.001
With the services you receive? (a,b,c,e,g)	4.28 (99)	3.96 (109)	4.09 (56)	4.43 (90)	4.25 (300)	4.14 (57)	4.33 (27)	3.33 (42)	3.96 (155)	F(8,926)=6.890, p<.001
That services are provided in a timely manner?	4.16 (98)	3.72 (109)	4.00 (55)	4.32 (90)	4.14 (300)	3.74 (57)	-	-	-	F(8,700)=3.793, p<.001
With how you spend your day? (f)	3.75 (101)	3.58 (109)	3.64 (55)	3.93 (89)	3.71 (300)	3.59 (56)	3.68 (28)	3.17 (42)	3.37 (155)	F(8,926)=3.488, p=.001
With where you live?	3.50 (101)	3.59 (108)	3.76 (55)	3.83 (88)	3.68 (298)	3.68 (56)	4.22 (27)	3.90 (42)	3.48 (152)	F(8,918)=2.116, p=.032
With your general health care? (h,i)	3.87 (100)	3.56 (106)	3.95 (57)	4.03 (87)	3.66 (297)	3.26 (57)	4.29 (28)	3.87 (39)	3.57 (154)	F(8,916)=4.766, p<.001
With what you do in your free time?	3.69 (98)	3.83 (109)	3.88 (57)	3.82 (88)	3.64 (296)	3.39 (56)	3.92 (26)	3.45 (42)	3.46 (155)	F(8,918)=2.229, p=.023
With how safe you feel in your neighborhood?	3.79 (90)	4.13 (109)	4.24 (55)	3.87 (90)	3.99 (302)	3.91 (58)	4.30 (27)	4.29 (42)	3.75 (144)	F(8,908)=2.492, p=.011
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p> <p><i>Scheffe Post-Hoc significance at .05 or less</i></p> <p>(a) Interaction between Non-residential CSTAR Women/Children and Residential CSTAR Child/Adolescent</p> <p>(b) Interaction between Non-residential CSTAR General and Residential CSTAR Child/Adolescent</p> <p>(c) Interaction between Non-residential GTS Adult and Residential CSTAR Child/Adolescent</p> <p>(d) Interaction between Non-residential CSTAR Child/Adolescent and Residential CSTAR Child/Adolescent</p> <p>(e) Interaction between Residential CSTAR Women/Children and Residential CSTAR Child/Adolescent</p> <p>(f) Interaction between Non-residential CSTAR General and Residential GTS Adult</p> <p>(g) Interaction between Methadone and Residential CSTAR Child/Adolescent</p> <p>(h) Interaction between Methadone and Residential CSTAR Women/Children</p> <p>(i) Interaction between Methadone and Non-Residential CSTAR General</p>										

ADA Comparison between Residential and Non-Residential

A comparison was made between those who lived in a residential setting and those who did not. The non-residential consumers were more satisfied with all significant items. (See Table I-7).

Table I-7

ADA Consumers - Comparison between Residential and Non-Residential

How satisfied are you...	Residential	Non-Residential	Significance
with the staff who serve you?	3.95 (223)	4.23 (711)	F(1,932)=15.787, p<.001
with how much your staff know how to get things done?	3.91 (222)	4.14 (711)	F(1,931)=10.411, p=.001
that your treatment plan is being followed by those who assist you?	3.94 (223)	4.20 (705)	F(1,926)=12.997, p<.001
with the services you receive?	3.89 (224)	4.21 (711)	F(1,933)=19.127, p<.001
with how you spend your day?	3.37 (225)	3.71 (710)	F(1,933)=17.094, p<.001
with what you do during your free time?	3.51 (223)	3.70 (704)	F(1,925)=4.806, p=.029
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

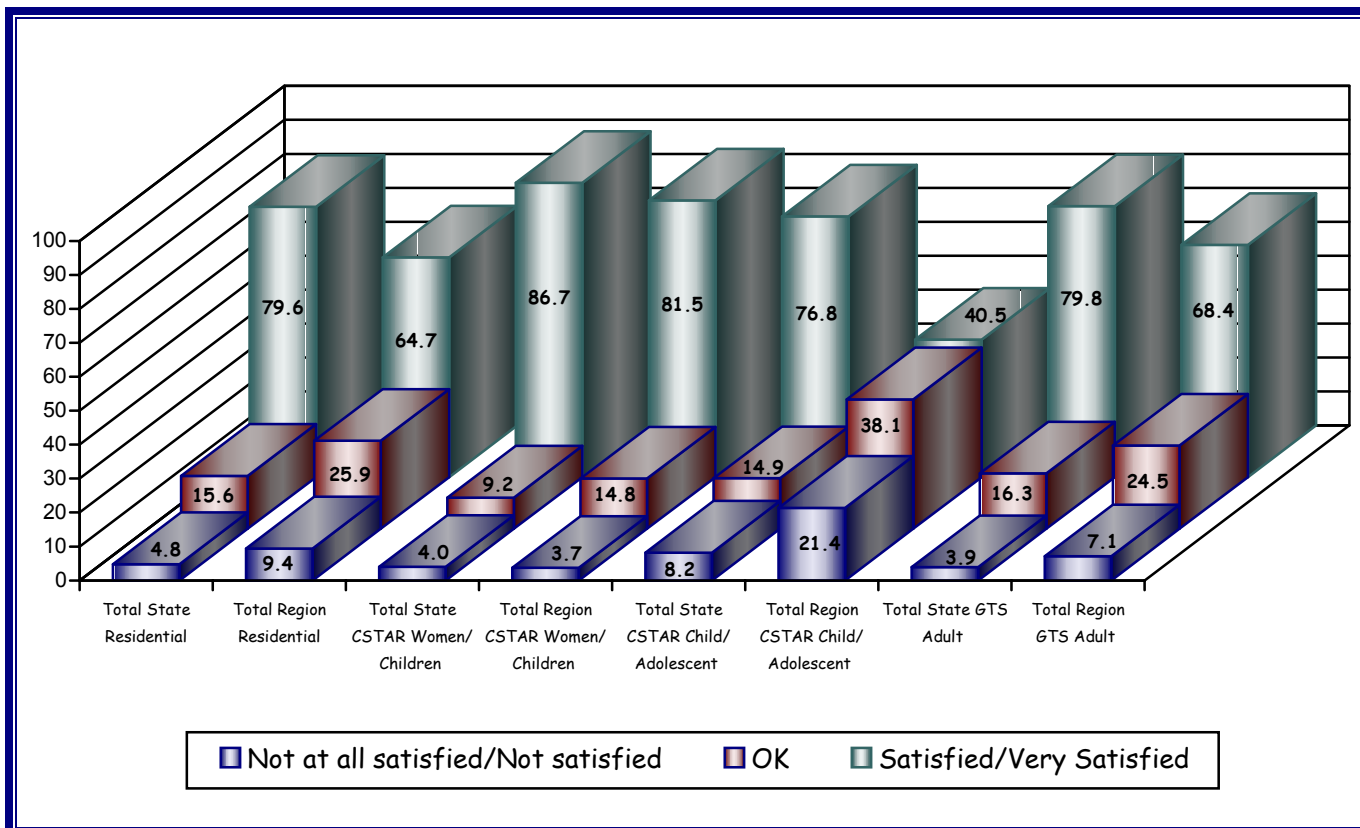
Alcohol and Drug Abuse Services

Eastern Region - Residential

Demographics: Residential

		Total Served	Survey Returns			
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/ Adolescent	GTS Adult
SEX	Male	65.9%	68.3%	0%	58.5%	85.2%
	Female	34.1%	31.7%	100.0%	41.5%	14.8%
RACE	White	75.2%	57.5%	80.6%	75.6%	47.7%
	Black	22.8%	38.9%	16.1%	14.6%	50.3%
	Hispanic	0.4%	0.5%	0%	2.4%	0%
	Native American	0.2%	0.5%	3.2%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%
	Alaskan	0%	0%	0%	0%	0%
	Oriental	0.2%	0.5%	0%	0%	0.7%
	Bi-Racial	0.5%	1.8%	0%	4.9%	1.3%
	Other	0.4%	0.5%	0%	2.4%	0%
	MEAN AGE		31.31	33.81	15.54	35.18
	0-17	18.7%	19.2%	0%	100.0%	0.7%
	18-49	76.5%	78.1%	96.8%	0%	95.9%
	50+	4.9%	2.7%	3.2%	0%	3.4%

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.6% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (64.7% for this region versus 79.6% for the state).
- The CSTAR Women/Children Residential Program was rated highest with 81.5% of the respondents rating themselves "satisfied" or "very satisfied" with services.

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women/Children Consumers		CSTAR Child/Adolescent Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (1122)	3.95 (223)	4.37 (175)	4.54 (28)	4.18 (193)	3.55 (42)	4.22 (659)	3.95 (153)
with how much your staff know about how to get things done?	4.13 (1124)	3.91 (222)	4.25 (175)	4.43 (28)	4.10 (192)	3.53 (40)	4.13 (657)	3.92 (154)
with how staff keep things about you and your life confidential?	4.37 (1118)	4.25 (219)	4.45 (173)	4.56 (27)	4.49 (192)	4.15 (40)	4.33 (655)	4.22 (152)
that your treatment plan has what you want in it?	4.20 (1110)	4.00 (218)	4.31 (173)	4.39 (28)	4.16 (191)	3.76 (41)	4.17 (648)	3.99 (149)
that your treatment plan is being followed by those who assist you?	4.20 (1111)	3.94 (223)	4.35 (172)	4.32 (28)	4.09 (194)	3.45 (42)	4.19 (648)	4.00 (153)
that the agency staff respect your ethnic and cultural background?	4.38 (1106)	4.20 (222)	4.52 (169)	4.52 (27)	4.36 (191)	3.86 (42)	4.37 (651)	4.24 (153)
with the services that you receive?	4.22 (1129)	3.89 (224)	4.39 (173)	4.33 (27)	4.10 (194)	3.33 (42)	4.23 (663)	3.96 (155)
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	3.86 (224)	4.28 (175)	4.11 (28)	4.07 (192)	3.55 (42)	4.21 (659)	3.90 (154)
that the environment is clean and comfortable?	4.15 (1128)	3.82 (223)	4.26 (176)	4.36 (28)	4.13 (192)	3.71 (41)	4.15 (662)	3.75 (154)
with opportunities for exercise and relaxation?	3.70 (1126)	3.18 (225)	3.77 (176)	3.39 (28)	3.81 (193)	3.10 (42)	3.67 (658)	3.17 (155)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.42 (225)	3.94 (174)	3.61 (28)	3.53 (189)	2.93 (42)	3.87 (661)	3.52 (155)
with the childcare provided by the agency?	4.30 (84)	4.50 (10)	4.30 (84)	4.50 (10)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only two ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.18 to 4.50. The highest rated item was with the quality of the childcare and the lowest rated item was with opportunities for exercise and relaxation.
- The CSTAR Women/Children Residential consumers were most satisfied with the services they received (mean of 4.33).

Satisfaction with Quality of Life: Residential

	Total Residential Consumers		CSTAR Women Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region
How satisfied are you . . .								
with how you spend your day?	3.67 (1130)	3.37 (225)	3.82 (174)	3.68 (28)	3.58 (193)	3.17 (42)	3.66 (664)	3.37 (155)
with where you live?	3.84 (1117)	3.65 (221)	4.09 (173)	4.22 (27)	3.89 (193)	3.90 (42)	3.75 (656)	3.48 (152)
with the amount of choices you have in your life?	3.73 (1128)	3.59 (225)	3.97 (174)	3.68 (28)	3.58 (193)	3.40 (42)	3.72 (662)	3.63 (155)
with the opportunities/ chances you have to make friends?	3.94 (1122)	3.83 (224)	4.20 (173)	4.29 (28)	3.92 (194)	3.64 (42)	3.86 (658)	3.79 (154)
with your general health care?	3.83 (1092)	3.71 (221)	4.07 (175)	4.29 (28)	3.93 (160)	3.87 (39)	3.76 (660)	3.57 (154)
with what you do during your free time?	3.77 (1125)	3.51 (223)	4.09 (173)	3.92 (26)	3.84 (193)	3.45 (42)	3.66 (663)	3.46 (155)
How safe do you feel . . .								
in this facility	4.35 (1130)	4.12 (223)	4.59 (176)	4.68 (28)	4.26 (194)	3.71 (42)	4.33 (661)	4.13 (153)
in your home?	4.25 (1088)	4.27 (210)	4.25 (170)	4.22 (27)	4.52 (192)	4.50 (42)	4.18 (630)	4.21 (141)
in your neighborhood?	3.97 (1097)	3.92 (213)	4.08 (172)	4.30 (27)	4.15 (192)	4.29 (42)	3.90 (638)	3.75 (144)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with how safe they feel in the home (mean of 4.27) and least satisfied with how they spend their day (mean of 3.37).

ADA Comparison of Gender Residential Setting

The analysis compared the responses of consumers by gender on the satisfaction survey items. Only one item showed a significant difference. Females were more satisfied with safety in their neighborhoods than the males.

Table II-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with how safe you feel in your neighborhood?	3.80 (142)	4.23 (65)	F(1,205)=5.073, p=.025
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison of Race/Ethnicity Residential Settings

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. In general, the Caucasian and African American consumers were more satisfied with services, while the Hispanic and Native American consumers were more satisfied with the quality of life items. (See Table II-2.)

Table II-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with the staff who serve you?	4.10 (123)	3.93 (85)	3.00 (1)	4.00 (1)	2.75 (4)	2.00 (2)	F(5,210)=3.888, p=.002
with how much staff know how to get things done?	3.98 (122)	4.04 (85)	3.00 (1)	4.00 (1)	3.00 (4)	1.50 (2)	F(5,209)=3.557, p=.004
that your treatment plan has what you want in it?	4.04 (120)	4.08 (84)	2.00 (1)	4.00 (1)	3.67 (3)	2.00 (2)	F(5,205)=2.493, p=.032
that your treatment plan is being followed by those who assist you?	4.02 (123)	4.02 (85)	2.00 (1)	4.00 (1)	3.00 (4)	2.50 (2)	F(5,210)=2.258, p=.050
with the services you receive?	3.95 (123)	3.98 (86)	2.00 (1)	4.00 (1)	3.00 (4)	2.00 (2)	F(5,211)=2.728, p=.021
that the environment is clean and comfortable?	3.89 (124)	3.88 (85)	3.00 (1)	4.00 (1)	3.00 (3)	1.50 (2)	F(5,210)=2.622, p=.025
with how you spend your day?	3.42 (124)	3.40 (86)	4.00 (1)	4.00 (1)	3.25 (4)	1.00 (2)	F(5,212)=2.303, p=.046
with how safe you feel in your neighborhood?	4.29 (119)	3.46 (80)	5.00 (1)	5.00 (1)	2.00 (4)	4.50 (2)	F(5,201)=7.065, p<.001.
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>							

ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults age 50+ were more satisfied with all significant items except safety in their neighborhood. Youth ages 0-17 were more satisfied with safety in their neighborhood. See Table II-3.

Table II-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a)	3.62 (42)	4.07 (166)	4.33 (6)	F(2,211)=4.262 p=.015
with how much staff know how to get things done? (a)	3.60 (40)	4.04 (167)	4.33 (6)	F(2,210)=3.537 p=.031
that your treatment plan is being followed by those who assist you? (a)	3.52 (42)	4.08 (166)	4.67 (6)	F(2,211)=5.793 p=.004
that the agency staff respect your ethnic and cultural background? (a)	3.88 (42)	4.32 (165)	4.67 (6)	F(2,210)=4.202 p=.016
with the services that you receive? (a,b)	3.40 (42)	4.04 (167)	4.67 (6)	F(2,212)=7.935 p<.001
that the meals are good, nutritious and in sufficient amounts? (a)	3.00 (42)	3.56 (168)	4.00 (6)	F(2,213)=4.589 p=.011
with how you spend your day? (b,c)	3.12 (42)	3.42 (168)	4.50 (6)	F(2,213)=5.000 p=.008
with the amount of choices you have in your life?	3.38 (42)	3.64 (168)	4.50 (6)	F(2,213)=3.038 p=.050
with how safe you feel in this facility? (a)	3.79 (42)	4.25 (167)	4.40 (5)	F(2,211)=3.915 p=.021
with how safe you feel in your neighborhood? (b,c)	4.49 (41)	4.25 (156)	3.00 (5)	F(2,199)=4.115 p=.018
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50+ Years. (c) Interaction between 18-49 Years and 50+ Years.</p>				

ADA Comparison of Current Living Arrangements

Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers receiving intervention in residential settings. Those living in a residential treatment facility were most satisfied with their opportunities for exercise and relaxation, with where they live, and with safety in the facility. Those who were homeless were the most satisfied with the staff keeping information confidential and with the staff's respect of ethnic and cultural backgrounds. Those living independently were most satisfied with safety in their home/agency and those in the category of Other were most satisfied with safety in their neighborhood. (See Table II-4.)

Table II-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Residential Treatment Facility	Homeless	Other	Significance
with how staff keep things about you and your life confidential?	4.04 (46)	4.45 (98)	4.50 (20)	3.57 (7)	F(3,167)=3.579 p=.015
that the agency staff respect your ethnic and cultural background? (c)	4.06 (47)	4.46 (98)	4.47 (19)	3.50 (8)	F(3,168)=4.651 p=.004
that the environment is clean and comfortable?	3.50 (48)	4.00 (99)	4.16 (19)	3.88 (8)	F(3,170)=3.067 p=.029
with opportunities for exercise and relaxation? (d)	2.75 (48)	3.45 (99)	3.20 (20)	3.13 (8)	F(3,171)=2.988 p=.033
with where you live?	3.60 (47)	3.78 (98)	3.26 (19)	2.71 (7)	F(3,167)=2.887 p=.037
with safety in this facility?	4.15 (47)	4.41 (99)	4.05 (20)	3.43 (7)	F(3,169)=3.516 p=.016
with safety in your home? (a,b)	4.43 (47)	4.35 (93)	3.07 (14)	3.50 (6)	F(3,156)=6.587 p<.001
with safety in your neighborhood? (a,b)	4.09 (47)	3.95 (95)	2.67 (15)	4.17 (6)	F(3,159)=5.082 p=.002
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between Independent and Homeless (b) Interaction between RTF and Homeless (c) Interaction between RTF and Other (d) Interaction between Independent and RTF</p>					

ADA Comparison across Programs

Residential Settings

A comparison was made across the different residential programs. Consumers of the CSTAR Women/Children program were most satisfied with the services and the quality of life items that were significant. (See Table II-5.)

Table II-5
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	GTS Adult	Significance
with the staff who serve you? (a,c)	4.54 (28)	3.55 (42)	3.95 (153)	F(2,220)=8.635 p<.001
with how much staff know how to get things done? (a)	4.43 (28)	3.53 (40)	3.92 (154)	F(2,219)=6.309 p=.002
that your treatment plan is being followed by those who assist you? (a,b)	4.32 (28)	3.45 (42)	4.00 (153)	F(2,220)=5.985 p=.003
that the agency staff respect your ethnic and cultural background? (a)	4.52 (27)	3.86 (42)	4.24 (153)	F(2,219)=3.962 p=.020
with the services you receive? (a,b)	4.33 (27)	3.33 (42)	3.96 (155)	F(2,221)=8.277 p<.001
that the environment is clean and comfortable? (a,c)	4.36 (28)	3.71 (41)	3.75 (154)	F(2,220)=4.112 p=.018
that the meals are good, nutritious and in sufficient amounts? (b)	3.61 (28)	2.93 (42)	3.52 (155)	F(2,222)=4.535 p=.012
with where you live? (c)	4.22 (27)	3.90 (42)	3.48 (152)	F(2,218)=6.783 p=.001
with the opportunities/chances you have to make friends? (a)	4.29 (28)	3.64 (42)	3.79 (154)	F(2,221)=3.790 p=.024
with your general health care? (c)	4.29 (28)	3.87 (39)	3.57 (154)	F(2,218)=5.355 p=.005
with how safe you feel in this facility? (a,c)	4.68 (28)	3.71 (42)	4.13 (153)	F(2,220)=7.831 p=.001
with how safe you feel in your neighborhood?	4.30 (27)	4.29 (42)	3.75 (144)	F(2,210)=4.209 p=.016
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child Adolescent. (b) Interaction between CSTAR Child/Adolescent and GTS Adult. (c) Interaction between CSTAR Women/Children and GTS Adult.</p>				

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

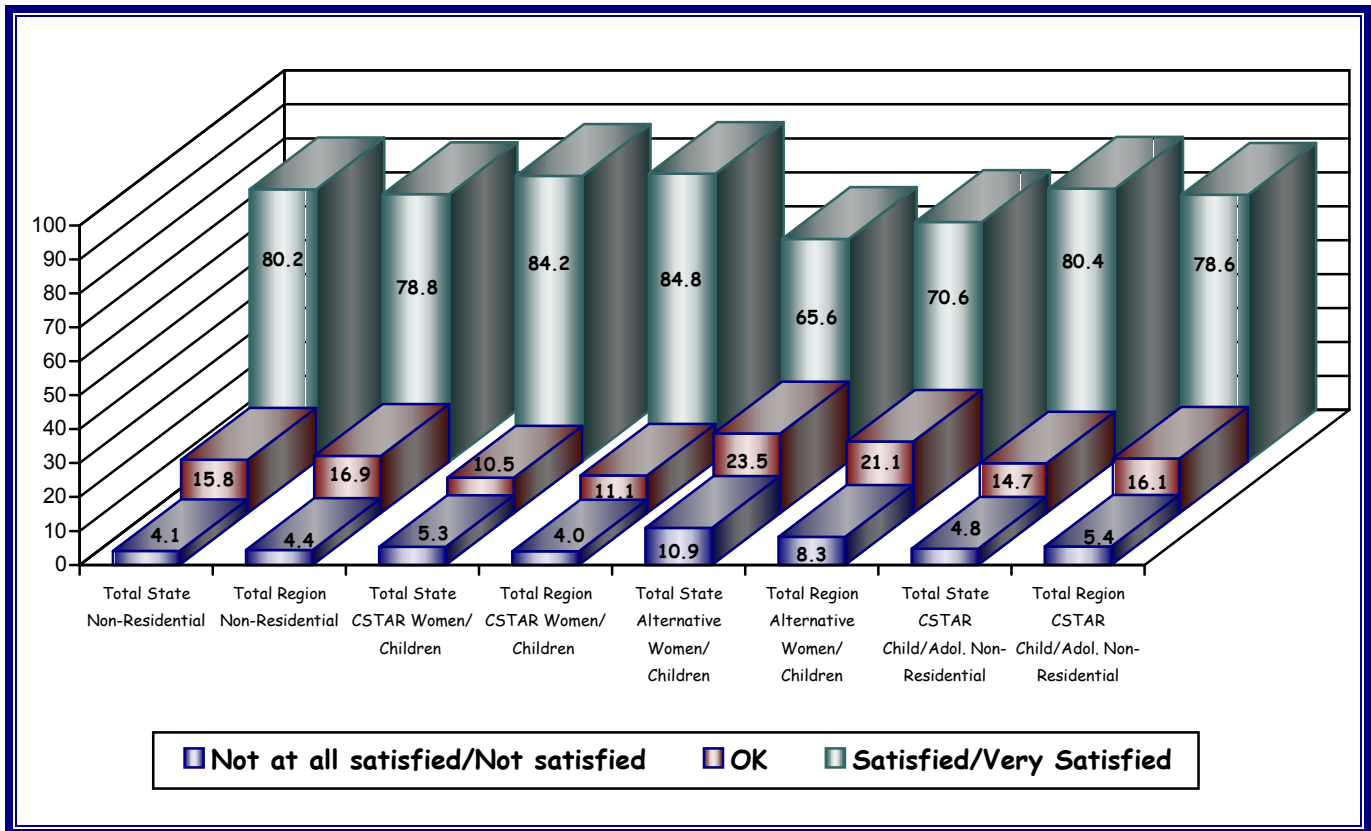
Alcohol and Drug Abuse Services

Eastern Region - Non-Residential

Demographics: Non-Residential

		Total Served	Survey Returns						
		State	Total Consumers Non-Residential	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Methadone
Sex	Male	62.9%	55.2%	16.8%	0%	64.3%	67.0%	82.7%	60.7%
	Female	37.1%	44.8%	83.2%	100.0%	35.7%	33.0%	17.3%	39.3%
Race	White	69.0%	46.6%	35.6%	32.7%	87.5%	58.4%	45.3%	39.3%
	Black	29.1%	49.3%	57.4%	61.7%	7.1%	39.3%	51.6%	57.1%
	Hispanic	0.5%	0.9%	1.0%	1.9%	0%	1.1%	0.3%	1.8%
	Native American	0.4%	0.3%	0%	0%	0%	0%	0.7%	0%
	Pacific Islander	0.2%	0.6%	0%	0.9%	1.8%	0%	0.3%	1.8%
	Alaskan	0%	0.3%	0%	0%	0%	0%	0.7%	0%
	Oriental	0.2%	0%	0%	0%	0%	0%	0%	0%
	Bi-Racial	0.3%	1.1%	2.9%	1.9%	0%	1.1%	0.7%	0%
	Other	0.5%	1.0%	2.9%	0.9%	3.6%	0%	0.3%	0%
	Mean Age		34.33	35.95	36.63	15.69	34.07	34.17	46.93
	0-17	11.2%	8.2%	1.0%	0%	100.0%	0%	0%	0%
	18-49	82.3%	82.9%	90.8%	93.3%	0%	96.5%	92.1%	63.6%
	50+	6.5%	8.8%	8.2%	6.7%	0%	3.5%	7.9%	36.4%

Satisfaction with Services: Non-Residential

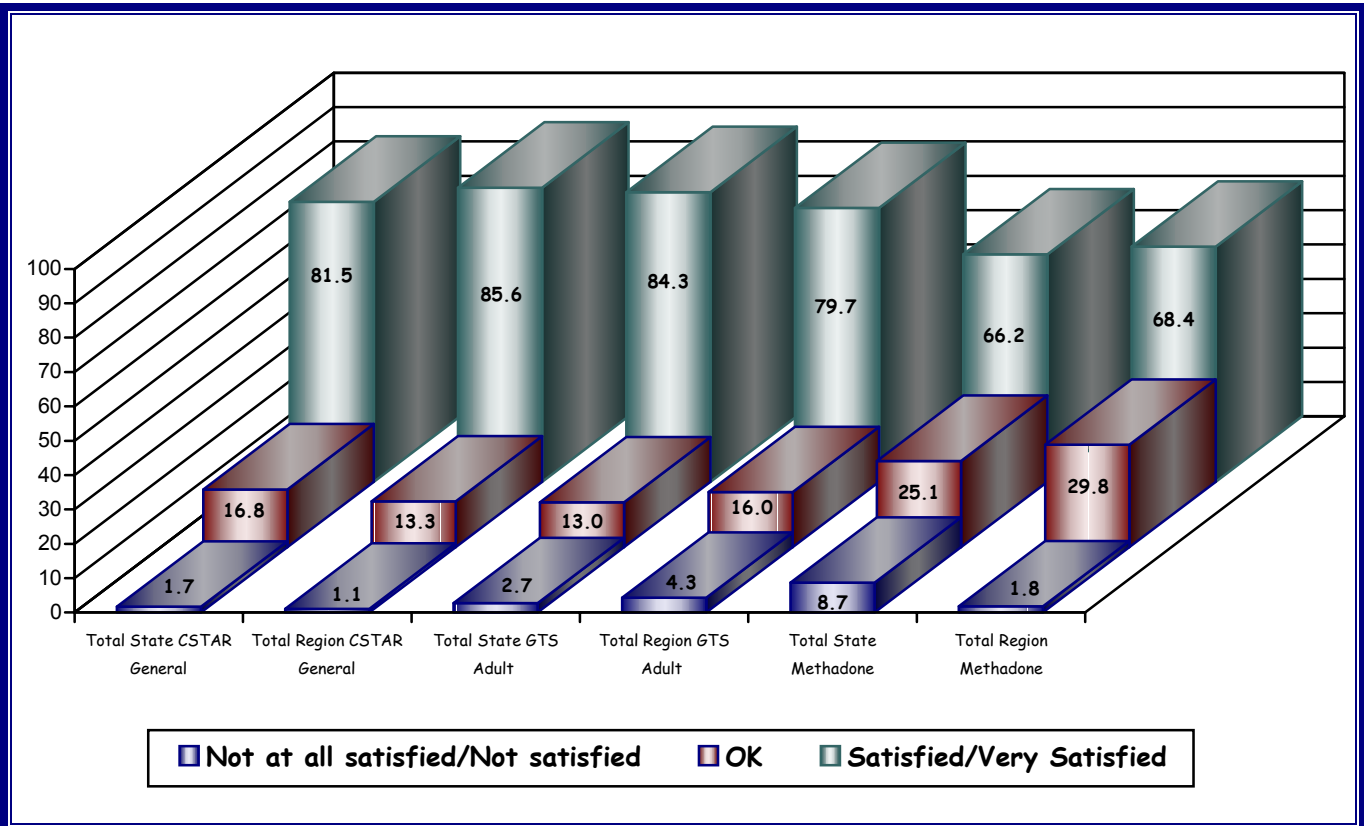


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (78.8% for this region versus 80.2% for the state).
- The percent of individuals served by this region's CSTAR Women/Children Program who rated themselves as "satisfied" or "very satisfied" was slightly higher than the state average (84.8% for this region versus 84.2% for the state).

Satisfaction with Services: Non-Residential Continued



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- The percent of the individuals served by this region's CSTAR General program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (85.6% for this region versus 81.5% for the state).
- The percent of individuals served by this region's GTS Adult Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (79.7% for this region versus 84.3% for the state).
- For this region, the Methadone Program was rated higher than the state average with 68.4% of the respondents showing a rating of "satisfied" or "very satisfied" with services versus 66.2% for the state.

Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Alternative Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult		Methadone	
	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.27 (2549)	4.23 (711)	4.38 (324)	4.32 (101)	3.91 (184)	4.07 (109)	4.21 (414)	4.14 (57)	4.33 (358)	4.42 (90)	4.37 (1034)	4.23 (296)	4.00 (222)	4.14 (58)
with how much your staff know about how to get things done?	4.18 (2542)	4.14 (711)	4.26 (322)	4.21 (101)	3.85 (178)	3.93 (107)	4.13 (414)	4.12 (57)	4.23 (356)	4.33 (90)	4.30 (1036)	4.15 (298)	3.86 (223)	4.10 (58)
with how staff keep things about you and your life confidential?	4.31 (2529)	4.22 (703)	4.40 (320)	4.19 (98)	3.82 (181)	3.94 (108)	4.37 (411)	4.37 (57)	4.32 (355)	4.35 (89)	4.43 (1029)	4.25 (296)	3.95 (219)	4.25 (55)
that your treatment plan has what you want in it?	4.17 (2532)	4.10 (706)	4.32 (317)	4.25 (99)	3.78 (183)	3.91 (109)	4.17 (414)	4.04 (57)	4.23 (354)	4.28 (88)	4.23 (1026)	4.09 (295)	3.91 (224)	4.03 (58)
that your treatment plan is being followed by those who assist you?	4.23 (2520)	4.20 (705)	4.38 (317)	4.29 (99)	3.96 (180)	4.06 (109)	4.19 (413)	4.25 (57)	4.31 (355)	4.36 (89)	4.31 (1021)	4.19 (294)	3.86 (221)	4.05 (57)
that the agency staff respect your ethnic and cultural background?	4.36 (2491)	4.30 (697)	4.50 (315)	4.34 (97)	3.91 (181)	4.01 (109)	4.42 (407)	4.42 (53)	4.41 (353)	4.39 (90)	4.43 (1005)	4.34 (292)	4.05 (216)	4.36 (56)
with the services that you receive?	4.25 (2542)	4.21 (711)	4.37 (321)	4.28 (99)	3.85 (183)	3.96 (109)	4.21 (414)	4.09 (56)	4.31 (357)	4.43 (90)	4.37 (1035)	4.25 (300)	3.93 (219)	4.14 (57)
that services are provided in a timely manner?	4.15 (2546)	4.06 (709)	4.27 (320)	4.16 (98)	3.64 (184)	3.72 (109)	4.12 (410)	4.00 (55)	4.16 (359)	4.32 (90)	4.32 (1038)	4.14 (300)	3.72 (221)	3.74 (57)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>														

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 4.06 to 4.30. The highest rated item was with the respect of ethnic and cultural backgrounds and the lowest rated item was with services being provided in a timely manner.
- The CSTAR General Non-Residential consumers were most satisfied with the services they received.

Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Alternative Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult		Methadone	
	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.77 (2529)	3.71 (710)	3.90 (324)	3.75 (101)	3.43 (183)	3.58 (109)	3.67 (406)	3.64 (55)	3.98 (356)	3.93 (89)	3.78 (1030)	3.71 (300)	3.61 (216)	3.59 (56)
with where you live?	3.74 (2508)	3.67 (706)	3.89 (323)	3.50 (101)	3.73 (180)	3.59 (108)	3.62 (400)	3.76 (55)	3.82 (352)	3.83 (88)	3.75 (1025)	3.68 (298)	3.61 (215)	3.68 (56)
with the amount of choices you have in your life?	3.64 (2534)	3.61 (709)	3.85 (323)	3.55 (101)	3.53 (184)	3.61 (109)	3.45 (410)	3.48 (56)	3.79 (355)	3.94 (87)	3.67 (1030)	3.60 (299)	3.42 (218)	3.37 (57)
with the opportunities/chances you have to make friends?	3.79 (2527)	3.74 (707)	4.03 (320)	3.83 (99)	3.64 (181)	3.71 (107)	3.78 (412)	3.84 (57)	3.89 (354)	3.83 (88)	3.79 (1030)	3.70 (299)	3.49 (216)	3.65 (57)
with your general health care?	3.77 (2462)	3.71 (704)	3.90 (322)	3.87 (100)	3.57 (180)	3.56 (106)	3.87 (355)	3.95 (57)	3.84 (351)	4.03 (87)	3.81 (1023)	3.66 (297)	3.33 (218)	3.26 (57)
with what you do during your free time?	3.79 (2522)	3.70 (704)	3.96 (320)	3.69 (98)	3.78 (181)	3.83 (109)	3.82 (406)	3.88 (57)	3.85 (356)	3.82 (88)	3.79 (1029)	3.64 (296)	3.45 (216)	3.39 (56)
How safe do you feel...														
in your home?	4.35 (2520)	4.26 (702)	4.36 (316)	4.00 (91)	4.43 (181)	4.32 (109)	4.37 (412)	4.41 (56)	4.38 (359)	4.27 (90)	4.38 (1024)	4.31 (299)	3.99 (214)	4.21 (57)
in your neighborhood?	4.15 (2515)	3.98 (704)	4.16 (314)	3.79 (90)	4.08 (181)	4.13 (109)	4.26 (409)	4.24 (55)	4.20 (357)	3.87 (90)	4.19 (1028)	3.99 (302)	3.73 (212)	3.91 (58)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.														

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with how safe they feel in their home (mean of 4.26) and least satisfied with the amount of choices they have in their life (mean of 3.61).

ADA Comparison of Gender Non-Residential Setting

A comparison was made between the male and female consumers. Table III-1 shows these findings. The male consumers were more satisfied with how safe they feel in their home than the females were.

Table III-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with how safe you feel in your home?	4.36 (371)	4.16 (302)	F(1,671)=6.564, p=.011
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison of Race/Ethnicity Non-Residential Settings

A comparison was made among consumers of different racial and ethnic backgrounds in non-residential settings. Only one item showed significance. The five Hispanic consumers were most satisfied with how safe they feel in their neighborhood. (See Table III-2.)

Table III-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with how safe you feel in your neighborhood? (a)	4.16 (316)	3.83 (331)	4.50 (5)	4.00 (2)	3.86 (7)	3.92 (13)	F(5,668)=3.358, p=.005
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between White and Black							

ADA Comparison of Age Groups Non-Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The youth were most satisfied with safety in their neighborhood. (See Table III-3.)

Table III-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with how safe you feel in your neighborhood? (a)	4.26 (54)	3.97 (542)	3.77 (60)	F(2,653)=3.059, p=.048
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 50 + Years.</p>				

ADA Comparison of Current Living Arrangements Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers who received intervention in non-residential settings. Table III-4 presents these findings. Those consumers who identified themselves as living independently were most satisfied with the staff, knowledge of the staff, and with the overall services received. Consumers living in a residential treatment facility were most satisfied with the amount of choices in their life and with safety in their neighborhood. The consumers who lived with their biological parents were most satisfied with respect of ethnic and cultural backgrounds, where they live, chances to make friends, general health care, what they do in their free time, and safety in their home/agency.

Table III-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?	4.32 (437)	3.97 (29)	4.04 (27)	3.98 (52)	4.20 (59)	4.20 (55)	F(5,653)=2.537, p=.028
with how much your staff know about how to get things done?	4.25 (438)	3.72 (29)	3.96 (27)	3.87 (52)	4.20 (59)	3.98 (55)	F(5,654)=4.471, p=.001
that the agency staff respect your ethnic and cultural background? (c)	4.37 (428)	3.86 (29)	4.19 (27)	4.08 (51)	4.49 (55)	4.16 (55)	F(5,639)=4.083, p=.001
with the services you receive?	4.32 (438)	3.90 (29)	4.04 (27)	4.08 (52)	4.17 (58)	4.09 (55)	F(5,653)=2.559, p=.026
with where you live? (b, d, e, f)	3.75 (436)	3.14 (29)	3.81 (27)	2.81 (53)	3.88 (57)	3.68 (53)	F(5,649)=8.109, p<.001
with the amount of choices you have in your life? (b)	3.68 (439)	3.50 (28)	3.89 (27)	3.13 (52)	3.69 (59)	3.45 (53)	F(5,652)=2.913, p=.013
with the opportunities/ chances you have to make friends?	3.77 (436)	3.55 (29)	3.81 (27)	3.31 (51)	3.95 (59)	3.83 (53)	F(5,649)=2.707, p=.020
with your general health care? (e)	3.72 (432)	3.62 (29)	3.93 (27)	3.26 (53)	3.97 (59)	3.66 (53)	F(5,647)=2.884, p=.014
with what you do during your free time?	3.72 (436)	3.32 (28)	3.63 (27)	3.42 (52)	4.03 (59)	3.80 (50)	F(5,646)=2.484, p=.031
with how safe you feel in your home/agency? (a, b, c, e, f)	4.38 (440)	3.62 (29)	4.17 (23)	3.43 (47)	4.41 (58)	4.30 (54)	F(5,645)=11.048, p<.001
with how safe you feel in your neighborhood? (b, d, e, f)	4.09 (441)	3.52 (29)	4.14 (22)	3.06 (49)	4.12 (57)	4.07 (54)	F(5,646)=10.208, p<.001
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Independent and Group Home. (b) Interaction between Independent and Homeless. (c) Interaction between Group Home and Biological Parents. (d) Interaction between RTF and Homeless. (e) Interaction between Homeless and Biological Parents. (f) Interaction between Homeless and Other.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There were five significant items. Consumers that had not lived in a residential treatment facility were more satisfied with all significant items. (See Table III-5).

Table III-5
ADA Consumers - Comparison of Whether Lived in a Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
that your treatment plan has what you want in it?	4.00 (205)	4.17 (459)	F(1,662)=5.070, p=.025
with where you live?	3.51 (206)	3.74 (457)	F(1,661)=5.599, p=.018
with the amount of choices you have in your life?	3.49 (207)	3.70 (459)	F(1,664)=5.383, p=.021
with opportunities/chances to make friends?	3.60 (206)	3.83 (458)	F(1,662)=7.429, p=.007
with what you do during your free time?	3.59 (206)	3.79 (456)	F(1,660)=4.653, p=.031
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison across Programs

Non-Residential Settings

A comparison was made across the different non-residential programs. The CSTAR Child/Adolescent consumers were most satisfied with confidentiality and respect of cultural backgrounds. CSTAR General consumers were most satisfied with the overall services received, timeliness of services, the amount of choices in their lives, and with their general health care. (See Table III-6.)

Table III-6
ADA Consumers - Comparison across Programs

How satisfied are you...?	CSTAR Women/ Children	CSTAR Alternative Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Methadone	Significance
with how staff keep things about you and your life confidential?	4.19 (98)	3.94 (108)	4.37 (57)	4.35 (89)	4.25 (296)	4.25 (55)	F(5,697)=2.366, p=.038
that the agency staff respect your ethnic and cultural background? (e)	4.34 (97)	4.01 (109)	4.42 (53)	4.39 (90)	4.34 (292)	4.36 (56)	F(5,691)=3.224, p=.007
with the services that you receive? (d)	4.28 (99)	3.96 (109)	4.09 (56)	4.43 (90)	4.25 (300)	4.14 (57)	F(5,705)=3.165, p=.008
that services are provided in a timely manner? (c, d, e)	4.16 (98)	3.72 (109)	4.00 (55)	4.32 (90)	4.14 (300)	3.74 (57)	F(5,703)=6.094, p<.001
with the amount of choices you have in your life?	3.55 (101)	3.61 (109)	3.48 (56)	3.94 (87)	3.60 (299)	3.37 (57)	F(5,703)=2.248, p=.048
with your general health care? (a, b, c)	3.87 (100)	3.56 (106)	3.95 (57)	4.03 (87)	3.66 (297)	3.26 (57)	F(5,698)=5.438, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and Methadone. (b) Interaction between CSTAR Child/Adolescent and Methadone. (c) Interaction between CSTAR General and Methadone. (d) Interaction between CSTAR General and CSTAR Alternative Women. (e) Interaction between GTS Adult and CSTAR Alternative Women.</p>							